

Howard County Consumer Protection Advisory Board Meeting Minutes for February 1, 2017

The meeting was called to order at 7:03 pm.

- Present: Richard Green, Marshall McLeod, Young Smith (by telephone), Ronnie Sanderson, Katherine Bornstein (by telephone)
- Absent: Jill Bussey, Ashlyn Hood,

Minutes of the January meeting were approved as read.

Student Loan Forum - The Board reviewed evaluation summary and noted the following ideas for improving the event:

- Shorter introductory remarks – is a VIP necessary?
- Smaller panel – 3-4 speakers instead of 5,
- Location that is easier to find or arrange for better signage and lighting
- Better outreach to the Korean community – e.g. ask to display flyers in Korean businesses.
- Partner with the library?

Landlord-Tenant law review – The Board discussed next steps in conducting focus groups on what landlord-tenant problems are occurring in the County. The goals of the focus groups are to:

- Reach tenants who may not know about OCP or how to contact the Office for information or assistance,
- Hear about problems that OCP may not be aware of.

For the next meeting, Becky asked the Board members to think about open-ended questions that could be posed, and groups that could assist us in gathering people who would be appropriate.

Announcements and New Business

The meeting was adjourned at 7:45

THE NEXT MEETING OF THE BOARD WILL BE HELD ON MARCH 1, AT 7:00 PM
OFFICE OF CONSUMER PROTECTION CONFERENCE ROOM
6751 COLUMBIA GATEWAY DRIVE, COLUMBIA, MD 21046